

# SALEM NEUROLOGICAL CENTER, PA

## OFFICE POLICY

- Office telephone hours are 8:00 AM to 4:30PM, Monday through Friday. Before or after this time, the answering service will take calls for emergencies only. Any non-emergency calls need to be made during regular office hours. Do not leave prescription requests or any messages with the answering service that can wait until our office opens.
- **Narcotic pain medications will not be called in. No prescription refills will be handled on weekends.** They must be called in to the office during regular working hours.
- Appointments must be scheduled to see the providers or the nurse for any reason. Walk-ins will not be seen.
- If possible, please give a 24-hour notice if you are unable to keep your appointment.
- Due to insurance rules, co-payments are collected at check-in at every visit. Please come prepared to pay your bill or co-payment at each visit or your appointment will be rescheduled.
- When calling our office to speak with a provider or nurse, you will be asked to leave a message. This will make it easier for the nurse to have answers for you when she returns your call.
- Calls will be returned as quickly as possible. We return calls between patients and in the order in which they were received. **Numerous calls to this office will not prompt a faster response.** Calls that require a physician assistant or physician's response will take longer to return. Multiple calls delay our response time.
- Telephone requests received after 3:30 PM will be handled the next business day.
- If refills on your medicines are needed, please let us know at the time of your appointment. Otherwise, please have your pharmacist call us with the information.
- Our office has a "48 hour notice" policy for prescription call-ins. You must allow us 48 hours to get the prescription approved and called in to your pharmacy. Please do not wait until you are out of medication to have your pharmacy call.
- Due to the doctors' thoroughness in caring for our patients and managing emergency work-ins, sometimes there may be a waiting period. Everyone will receive equal treatment, and we will try to follow the schedule as closely as possible. Your patience is much appreciated.
- If you are admitted to the hospital, the doctors will consult with one family member or all family members at once. They do not call each family member individually.

- Verbal or physical abuse to any member of our staff will **NOT** be tolerated. If this does occur, you will be released back to your referring doctor.
- All disability insurance forms will be processed within 10-21 days after they are received in this office. There is a minimum fee for this service of \$21.00, which is collected before the form is completed. Forms that are more detailed or difficult will incur a higher fee due to the amount of time involved.
- Patients will be scheduled to see one of our providers. We have physician assistants that are fully trained and qualified to provide neurological care. You may be scheduled to see a physician assistant at follow up visits. The physician assistant will consult with your physician of record and discuss your care and progress. Due to the nature of our specialty, you will be cared for by the first available provider. It will be required that you receive treatment physician assistant if the physician is unavailable. It is common practice in offices to have physician assistants or nurse practitioners to care for patients.
- Our goal is to help you with your neurological problem.
- If your problem involves constant pain, we will work with you to develop a pain management program. Please note that we generally do not use narcotics for pain management. If, after three months, we are not successful in treating your pain, then we will refer you either back to your primary care physician or to another appropriate physician based on your needs. All patients that are prescribed narcotic medications by this office **must** consent to random urine drug screenings.